



# PARRAMATTA PRESCHOOL & LONG DAY CARE

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## PARENT HANDBOOK



## **Welcome to Parramatta Preschool & Long Day Care.**

### **Centre Aim-**

To provide a home like atmosphere within a caring and stimulating environment. We endeavor to provide a curriculum that meets the needs and interest of each child and to develop trusting and secure relationships with each child and their families.

The children are free to choose the areas of interest in which they will participate throughout the day, both as individuals and as part of a group. We believe that children learn self-discipline by being able to choose their own play activities. The staff encourages sharing and co-operating with other children. The play activities are designed to meet the overall development of your child each day.

To encourage their dramatic and expressive development the centre will provide painting, pasting, play dough, music and drama. Their cognitive development will include activities such as puzzle, blocks and construction equipment, story-telling, reading, pre-writing, science, sand and water play.

Their social and emotional development will include books, group games, listening and communication skills. Puppets are great toys to develop children's social skills. Their gross motor skills will include physical activities like, climbing, walking, running and ball games.

Parents are always welcome to spend time in the centre and to ask questions about the program, and have their participation and input. The management and staff hope that this parent handbook supplies you with information about our centre. Should you have any further questions please do not hesitate to come and see us.

## **PARRAMATTA PRESCHOOL & LONG DAY CARE**

### **SERVICE PHILOSOPHY**

- At Parramatta preschool and long day care we believe in providing a sense of belonging through the creation of a safe, warm, caring and inviting environment that fosters secure, respectful and reciprocal relationships between children, families and educators. We believe that secure, trusting relationships will help children to build confidence and feel respected and valued.
- We believe in providing indoor and outdoor learning environments that are welcoming, challenging, vibrant and flexible while catering for the different learning capacities and styles of the children. We believe the environments should reflect the children's needs and interests and invite open-ended interactions, spontaneity, challenges, exploration and discovery. We believe the environment should provide the children with enjoyment at any given time and they should be given the opportunity to use their imagination at that point of time and moment, promoting a sense of being.
- We believe in providing an increased awareness of the responsibilities and the implementation of practices through education which adopts and encompasses both sustainability and environmental goals. We believe this will contribute to positive outcomes for the future well-being of children, families and all stakeholders.
- At our service we recognise and respect that families are children's first and the most influential teachers. We value their knowledge, insight and perspectives and encourage them to contribute and be a part of our curriculum decision making. We believe that children thrive when families and educators work together in partnership to support children's learning.

- Our educators believe in respecting and honouring each family's values, beliefs, histories, cultures, languages, traditions, child rearing practices and life-style choices. We will take pride in our heritage, by acknowledging our Traditional Land Owners each day in our curriculum, and integrating cultural awareness into art and learning experiences. We will endeavour to form positive partnerships and networks with indigenous people in our local community to guide us in nurturing the Aboriginal and Torres Strait Islander legacy.
- We believe in equality and equity for all children which will enhance all children's capacities to succeed, regardless of diverse circumstances and abilities and we promote inclusion and participation of all children at our service.
- We believe that by following our philosophy we are helping to guide children into becoming confident, creative, environmentally responsible and active members of future society, contributing to a brighter future for all Australians.
- We have a professional team of Educators who continually seek ways to build their professional knowledge and work together within the wider child care and educational industries to develop a learning community. Our Educators are all involved in an on-going cycle of critical reflection of philosophy, ethics and practice. This allows us to examine what is happening in our service and reflect on what we are doing well and what we might change to achieve the best possible outcomes for children, families and educators.
- We will ensure the governance of the Centre embraces the appropriate decision making people from the Service Provider, Nominated Supervisor, Educators and all stakeholders including families so that the stewardship for overall compliance of the centres philosophy and duty of care is undertaken in a professional manner.

## AIM

### **The Approved Provider/Nominated Supervisor, Educators**

And other Staff of **Parramatta Preschool & Long Day Care**, believe that the early years of a child's life are most influential. It is within these years that a child develops the foundation skills and abilities that will carry them through life. Our Educators/Staff feel that by being attuned to children's thoughts and feelings, this supports the development of a strong sense of wellbeing. Our aim is to work closely with families to form a partnership, where Educators/Staff can develop learning programs responsive to children's ideas, interests, strengths and abilities, and recognise that children learn through play. Fundamental to the EYLF is the view that children's lives and childhood is a time of **Belonging, Being and Becoming**.

#### **We aim to:**

- Work as partners with parents and families of the children.
- Provide information, contacts and support for the children, parents, and families.
- Provide a high quality care and learning environment.
- Provide a program based on the Early Years Learning Framework where all children experience learning that is engaging and builds success for life.
- Provide a safe, secure, happy and loving home like environment where children have a sense of belonging.
- Provide a place where childhood is a time to be, to seek and make meaning of the world.
- Provide an environment that has vibrant and flexible spaces that are responsive to interests and abilities of each child.

- Provide an environment rich in resources to stimulate learning and development.
- Provide Educators/Staff that are experienced in nurturing, caring and valuing children.
- Recognise, respond, to all children's strengths, abilities and interests. We value and build upon children's strengths, skills and knowledge to ensure their motivation and engagement in learning.
- Respond to children's expertise, cultural traditions and ways of knowing, the multiple languages spoken by some children, particularly Aboriginal and Torres Strait Islander children, and strategies used by children with additional needs to negotiate their everyday lives.

**Source:** Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments.

## **PARRAMATTA PRESCHOOL & LONG DAY CARE**

### **MISSION STATEMENT**

At **Parramatta Preschool & Long Day Care**, we acknowledge the importance of play in early childhood development. Play is very important, the most effective tool, and is central to a child's learning and development. Play is none threatening, spontaneous, and meaningful. Through play babies and young children explore and learn to understand the world around them as they come to communicate, discover, imagine and create. When children play they are showing what they have learned and what they are trying to understand. When children play with other

children they create social group, test out ideas, challenge each other's thinking and build new understandings.

This is why play is one of the foundations of the Early Years Learning Framework. By using this Framework Educators/Staff will guide children's play by carefully designing learning activities and stimulating Indoor and Outdoor learning environments. We also acknowledge that each child is unique and therefore will progress at their own pace. The EYLF is a key component of the National Quality Framework which has been developed by Council of Australian Governments (COAG) to assist Educators to provide young children throughout Australia in their early years, opportunities to maximise their potential and develop a foundation for success in the future.

The Framework's vision is for all children to experience play-based learning that is engaging and builds success for life.

- **Belonging** is the basis for living a fulfilling life. Where children feel they belong, because of the relationships they have with their family, community, culture and place.
- **Being** is about living here and now. Childhood is a special time in life, and children need time to just 'be' - time to play, try new things and have fun.
- **Becoming** is about the learning and development that young children experience. Children start to form their sense of identity from an early age, which shapes the type of adult they will become.

The Framework focuses on your child's learning. Educators will work with you in order to get to know your child well. At this Service we will create a

learning program that builds on your child's interests and abilities and keep you in touch with your child's progress. Through the Framework's five learning goals Educators will assist your child to develop:

- A strong sense of their identity (have confidence in themselves and to form friendships),
- Connections with their world (learn to respect the environment and cultural diversity)
- A strong sense of wellbeing (socially, emotionally & physically)
- Confidence and involvement in their learning (explore, create, learn, experiment)
- Effective communication skills (by using literacy and numeracy to communicate)

**Source:** Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments.

**Parramatta Preschool & Long Day Care** recognises its responsibility to care for children in their foundations years. Our program responds to the individual needs of all children. The program is based on Early Years Learning Framework. It identifies five Early Years Learning and Developmental Outcomes for all children:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing

- Children are confident and involved learners
- Children are effective communicators

### ***Child Cares/Portfolios***

Parramatta Preschool & Long Day Care uses Portfolios as a means to create a documental journey of your child's learning and development experiences through on-line program accessible to all parents ([www.childcarers.com.au](http://www.childcarers.com.au)):

## **Child carers**

An online portfolio with children's artwork, photos and observations in a secure portal.

To help manage track and graph Learning Journey Observations, what each educator has posted, the last time parents logged in and a snapshot of all Learning Journey posts.

## **Children's Updates**

Daily, weekly or occasional updates by child or group are emailed and automatically stored online. Never miss an email and keep a log of parent communication.

## Parent central

Each parent gets their own website with access to the News, Policies, forms and daily updates with a feedback system so they can comment on a post and share pictures back to the educators.

The parents can also access all the features from the parent portal through the free smartphone app available from the [Apple App Store](#) and [Google](#)

Parents and staff can access centre news and updates online.

Child Carers Online Portfolios is a hosted solution that allows you to manage office functions including child portfolios. It is designed to save administrative time and improve parent satisfaction.

Online portfolios gives staff the ability to create individual or group observations online and allow parents access to view their child's learning journey, news, updates, pictures and more.

- All children will have an individual Portfolio. The child will be involved and consulted in the content of their Portfolio.
- Families will be encouraged to reflect on their child's Portfolio to allow families to actively participate in the child's learning.
- Parents are encouraged to provide feedback about their child's learning.
- Staff will add to each child's Portfolio documentation reflecting the child's learning and experiences at Parramatta Preschool & Long Day Care.

For example:

- Photos of the children's experiences

- Art work
- Scripts of child conversations with peers
- Learning Stories
- Routine and Individual Profile
- And the pre-schoolers writing books, please take time to look at them when possible and see the great work they have been doing.

### ***Partnering with families***

We welcome parents and relatives to participate in our program and we value a close relationship between the centre and parents. We encourage you to share your talents with us participating in whatever way you feel the most comfortable – prepare for activities, read a story, share aspects of your culture.

The welfare of your child is paramount. You know your child best and Parramatta Preschool & Long Day Care looks forward to supporting healthy open partnerships between the centre and home where your contribution is welcomed and heard. Parents are supported to help create a sense of belonging and unity by active participation in the life of the centre. Staff will provide parents with daily verbal or written feedback regarding daily events and routines through a daily reflection book.

## ***Structure of the Centre***

### ***LICENSEE***

Parramatta preschool & Long Day Care is licensed by Department of Human Services and the licensees are Zarin and Khushroo Dastur. The centre is licensed as a Long Day Care for a maximum of 29 children per day, age ranging from 6 weeks to 6 years (school age). The License is located in the office for your perusal.

### ***Hours of Operation***

Parramatta Preschool & Long Day Care is open Monday to Friday between the hours of 7.00 am and 6.30 pm only, 52 weeks per year. We are closed on all public holidays.

### ***Enrolment***

Prior to your child attending Parramatta Preschool & Long Day Care you will be given an enrolment form which you are required to complete and sign with a non-refundable enrolment fee of \$50.00 (which will be adjusted against fees on starting), and \$400.00 bond which will be refundable when two weeks' notice has been given by the parents. The information in the form will provide us with vital information about your child so that we can provide the highest quality care for them while attending the centre. Please ensure it is completed accurately and that the Director/Nominated Supervisor is notified of any changes which may occur, such as changes of address or phone numbers as soon as possible. It is most important that this form is returned to the Centre prior to your child's first day of attendance.

If there is a court order in place then the Centre needs to be given a copy of this on enrolment, to be kept on file. It is important that the

Director/Nominated Supervisor be notified of the circumstances relating to this order and be kept up to date of any changes to these details. Should any child or staff member be put in a potentially dangerous situation at any time at all, Police will be notified immediately.

### ***Staffing***

At Parramatta Preschool & Long Day Care, our team is made up of the most caring, professional and dedicated staff, and all children will be treated with respect, love, kindness and understanding. Building **unity and teamwork** among staff through in-service programs ensures a happy, joyful, stress-free environment where staff looks forward to coming to work each day and children look forward to coming to Parramatta Preschool & Long Day Care. The Centre is staffed in accordance with the Child Care Regulations to the levels of staff qualifications and the staff is assisted to undertake various in-service training courses as often as possible, and are encouraged to further their qualifications.

### ***Child Care Benefit***

Child care benefit is a payment made by the Commonwealth Government to help families with the cost of child care. Australian residents using child care provided by approved child care services may receive CCB.

On enrolment you will be required to go to Centre link to register your child for attending our service. The percentage of childcare assistance you are entitled to is based on the family's income. Centre link will be able to advise you of your subsidy.

In order to receive CCB, parents **must sign** every child in and out EVERYDAY they attend the centre, and must update their immunization records with Centre link.

### ***Allowable Absences***

Normal fees are applicable for any booked days that your child does not attend (including non attendance due to illness, holidays, etc.). A late fee will be charged if fees are not paid on time. You are required to notify the centre as soon as possible if your child is going to be absent, and if your child is absent for a week without notification, your child's position may be terminated and you will be liable for any fees outstanding. If non-payment of fees result s in referral to a collection agency, then all the legal costs will be borne by the parents.

Child care benefit is applicable for up to 42 absences per financial year (including Public Holidays). Once your child has reached 42 absences you will not be eligible for CCB for any additional days absent and will incur the cost of full fees for these absent days, unless you provide approved documentation (i.e. doctor's certificate, court orders detailing custody arrangements, etc.).

### ***Fees***

The current daily fees are 6 weeks-2 years-\$115, 2-3 years-\$110.00 and 3-5 years-\$100.00. The method of payment of fees at our centre is through direct debit. It is a means of payment where you give permission to a company (Ezidebit) to collect an agreed amount of funds from your Bank account, Credit Union, Building Society or Credit Card. This will ensure families accounts remain within the centre's fee policy guidelines and also

maintains the security of your child's booking at our Centre. Ezidebit is an Australian Financial Services licensee (AFSL 315388) and has stringent set of compliance and quality assurance measures in place.

Ezidebit form will need to be completed and returned to us before child starts to secure your enrolment at the centre.

### ***Alterations/Terminations***

Please give us two weeks' notice of any alterations or terminations of your normal booked days, otherwise two weeks fees in lieu will be charged.

### ***Health Issues***

#### ***SICK/UNWELL CHILDREN***

If your child is sick and requires medication, then please think carefully before bringing him/her to the Centre. Remember sickness is spread easily and quickly when large numbers of children are in close contact with each other. It is extremely difficult for staff to provide the appropriate care for children who are ill and still give attention to the rest of the group. When children are sick they need more attention and rest, and it is impossible to give a child who is placed in a group situation this type of care, as it requires staff members to lessen their involvement with the remainder of the group. So before bringing a sick child to the centre you should ask yourself – 'Is my child well enough to attend daycare or should they be at home?'

If your child develops any of the following conditions, please do NOT attend until symptoms disappear or your doctor states in writing that your child is no longer infectious and is able to return to the Centre:

*Diarrhea Vomiting Thick, coloured runny nose Fever*

*Severe Coughing Head Lice Rashes/Severe Itching Cold Sores*

**THEREFORE, FOR THE HEALTH OF ALL THE CHILDREN, WE RESPECTFULLY  
REQUEST THAT CHILDREN WHO ARE SICK OR UNWELL ARE NOT BROUGHT  
TO THE CENTRE.**

**Parents must also provide information on any Ambulance cover available  
to their child in the case of an emergency.**

### ***Medication***

A Medication Form needs to be completed before any medication can be administered. It is important that all medication be placed in the kitchen or in the fridge if it requires refrigeration. Remember to let a staff member know that your child requires medication.

Prescribed Medication must have a pharmaceutical-dispensing label clearly marked with the child's name, date and the dosage required on it.

Non-Prescribed Medication will only be administered with a doctor's letter stating the name of the medication, name of child, dosage and directions for administration. The only exception to this is the administering of a single dose of Panadol, with your permission, as in the enrolment form.

**PLEASE DO NOT LEAVE MEDICATION OF ANY DESCRIPTION IN YOUR  
CHILD'S BAG, LOCKER OR IN THE ROOM!!!**

## ***General Details***

### ***What to bring each day***

Each day your child attends Parramatta Preschool & Long Day Care, it is most important that they have a bag containing at least one change of clothes – including underwear. If your child is toilet training, please ensure you supply several changes of clothes.

Please ensure that his/her name is clearly marked on each article. Please dress your child in play clothes that can become a little dirty, and that enables uninhibited play and that can be easily managed by them. Please do not send children in good clothing. Remember to provide spare clothes according to the weather. Please bring a named hat for your child upon enrolment to leave at the centre for outdoor play.

### ***What we Supply***

Each day, we will feed the children with three nutritional, well-balanced meals as well as healthy drinks. For the children who arrive early in the day we also provide breakfast.

### ***Arrival and Departure***

Children must not be left at the centre before 7 am, as they are not covered by insurance prior to this time. We recommend you drop your child at the Centre latest by 10 am. This is because children need to be given enough time to settle in and be part of our daily routines and programs. Late arrivals can disrupt the group and may be upsetting to the other children as well as your own.

It is essential to sign your child in and out every day they attend the Centre. These records are used in case of an emergency such as a fire etc., as well as for claiming Child Care Benefit. If this is not followed through, you will be charged full fees.

Children must be brought to the Centre by a responsible adult known to the staff. If for some reason someone else other than yourself needs to bring your child, please phone and let us know.

It is Centre Policy that persons under the age of eighteen are not permitted to bring children to the Centre or collect them from the Centre.

On arrival please take your child to a caregiver and share any relevant information, which might be important to your child's well being throughout the day. If your child is upset when you leave, chances are that before long they will have settled. If you are concerned in any way, please do not hesitate to give us a call to put your mind at ease. We will call you if we feel your child is unduly upset.

Always say goodbye to your child and reassure them that you will be back later to pick them up. We will understand, not upset, if your child cries when you leave, try not to be anxious, as children are quick to sense your feelings.

Only authorized persons (as indicated in the enrolment form) will be allowed to collect children from the Centre. If your child is to be collected by someone other than those stated on the enrolment form then you need to notify the Director/Nominated Supervisor, either verbally or in writing. An adult that is ok to pick your child up other than one known to the staff requires photo identification.

## ***Lockers***

Each child has a locker, with his or her name, which will be in the same location from week to week. Each day of care, your child's belongings should be placed in the locker identified with his/her name.

## ***Sun cream***

At Parramatta Preschool & Long Day Care we follow the Cancer Council Sun Smart Policy. This involves all children wearing hats for outdoor play which the parents have to bring and they will be left in the Centre. We encourage parents to put sun cream on their children on arrival which is located next to the sign in sheet. We also apply sun cream to all the children before outdoor play. If your child has special sun cream due to skin irritation you will need to supply this clearly labeled with your child's name.

## ***Centre Policies***

### **Policy Manual**

Parramatta Preschool and Long Day Care has developed, and reviews on a regular basis, a comprehensive set of policies and procedures, by which our centre operates. While our policies are not who we are, they are valuable information for you as parents as to what we do. Policies and Procedures have been developed using information and guidelines from a wide range of sources. These sources where applicable are documented at the bottom of the relevant policies.

Our policies cover all aspects of centre operation from programming to health and safety, nutrition, communication, Workplace Health and Safety, and so on and are reflective not only of the regulatory requirements of the

Education and Care Services National Regulations 2011, but also of the experience gained through nine 9) years of providing childcare at an optimum level.

These policies are available for your perusal in the foyer, and we recommend that you take the time to read through these policies and procedures at your convenience to become more familiar with our centre as partners in your child's care and education.

**We appreciate any feedback families may like to offer with regards to our policies and procedures and are always keen to reflect on, and evaluate our practice in an effort to provide a level of care and education that exceeds your expectations.**

### ***Positive Guidance (Behaviour Management)***

Educators/Staff use a positive approach in guidance and discipline, encouraging to show respect to each other and the environment around them at all times. Through positive communication with the children on a developmentally appropriate level, the children will become familiar with the limits and expectations for their behaviour.

Children will be encouraged to resolve their own conflicts through role-modeling and positive reinforcement.

Where required, children may be re-directed from the situation in which they are experiencing difficulties. Children will be encouraged to verbalise their feelings and the challenges they are experiencing, empowering them to become responsible for and to better manage their own actions.

The use of physical force or punishment will not be accepted or used at any time.

The staff at all times will maintain clear, consistent and realistic expectations for behaviour, which will assist the children in understanding and valuing these expectations. Staff will continue to be provided with opportunities for professional development in this area, to further develop their skills in positive guidance and appropriate strategies for behaviour management.

### ***Immunisation Policy***

Parents will need to provide the Immunisation History Statement for their child upon enrolment by contacting the Immunisation Register on 1800 653 809.

In the event of no proof of immunization being shown it will be assumed that your child is unimmunized against any of the vaccine preventable diseases. This means that should there be an outbreak of any of these diseases, non-immunized children will need to be excluded from care until such time that the NSW Department of Health notifies us that it is safe for them to return. Fees will be payable for this period of exclusion.

A listing of all exclusions will be available on the notice board in the foyer.

Please note that all contagious illnesses require a Doctor's clearance before your child can return to the centre. Where the Director feels that the child does not appear to be fit to return to the centre, the Director has the discretion to overrule the Doctor's clearance. The Director must take into consideration the health and safety of all children and staff within the service and the duty of care to those other children and staff.

## ***Sun Protection Policy***

At Parramatta Preschool our aim is to minimize the risks of skin disease later in life and help educate families and children about sun protection. We develop awareness in children, through continuous learning experiences of lifestyle practices which can reduce the risks of such diseases and also promote personal responsibilities for decision making about sun protection.

All daily routines and programs reflect the Cancer Council recommendation that during the summer month's children remain inside between the hours of 11.00 am – 3.00 pm.

Please send your children to preschool in sun safe clothing especially on those hot summer days. We discourage singlet tops and midriff tops and sleeveless shirts and dresses, and request that all children wear t-shirt or other protective clothing. The centre will supply and use SPF 30+ sunscreen, on exposed areas of skin, to be applied by the parents in the morning upon arrival. Educators/staff will assist children to apply sun cream 20 minutes before going outdoors in the morning as well as in the afternoons.

## ***Sickness Policy***

At Parramatta Preschool & Long Day Care, we request parents/guardians that if your child is not well that they do not attend the centre.

If you need to keep your child at home because of illness, please notify the centre, especially if your child is suffering from an illness that may be infectious to others, such as chickenpox, etc.

If you are unsure about the seriousness of your child's condition, please feel free to contact the centre so that we can discuss your concerns before

bringing the child to the centre. On occasions you may be asked to present a doctor's certificate confirming that your child is of suitable health to return to the centre, particularly if they are suffering from an unknown rash.

If your child becomes ill whilst in our care, parents/guardian will be contacted and asked to collect their child. Every effort will be made to keep him/her comfortable until you are able to collect them, however, it is important that you try and arrive at the centre as soon as possible to take your child home, especially if they are suffering from a temperature and/or vomiting or diarrhea, in an effort to minimize cross infection throughout the centre.

We appreciate the difficulties in having to find alternative care or time off work to care for a sick child, but we remind you that bringing a sick child to the centre is not only very stressful for your child but also risks other families having to cope with the same problem.

Please ensure that you have listed two emergency contacts with us that we can reach in the event of your child becoming ill or having an accident and us not being able to contact you. Ideally, these people should be local and be able to collect your child should you be uncontactable or not able to get to the centre within one hour.

In addition, in accordance with the Education and Care Services Regulations, when the service becomes aware of an infectious illness, all families will be notified as soon as practicable of the illness.

### ***Medication Policy***

Only prescribed medications will be administered to children whilst in our care, with the exception of Panadol which can be given to a child for pain, fever or if the body temperature is 38 degrees celsius or higher with the

consent of parent/guardian. All medications should come to the centre in their original packaging with a prescription label which clearly states the name of the medication, the name of the child, the dosage and the prescribing doctor.

Medication will only be able to be administered if the correct forms have been filled out and signed by the parent or guardian, or other duty authorized person, named in the enrolment form as authorized to do so. All details including the name of the medication, the dosage and the name of the child and the time the medication is to be administered are to be filled out on the form as per the prescription label or Doctors letter.

Under no circumstances is medication ever to be left in a child's bag or locker as children have access to these. Please hand all medication directly to a staff member who will store it safely.

If a child has been administered with paracetamol prior to coming to care, please notify staff on arrival, the time it was given and the reason for giving it. Please remember that if a child has a temperature or a fever and their symptoms seem to disappear after administering the paracetamol, they are still likely to be infectious, and therefore pose a risk to other children in the centre and exclude from the centre at least 24hours.

### ***Sleep and Rest Policy***

At Parramatta Preschool & Long Day Care, we acknowledge the individual needs of families and their children regarding rest and sleep.

Educators/staff will not force a child to sleep, nor will they deprive a child from sleeping. As we cater for children from 7.00 am to 6.30 pm., we have a rest period between 12.15 pm to 2.00 pm. This is a relaxing time when children are given and opportunity to rest. Staff plays a range of relaxation

music. After a period of time, children who are not asleep are able to do a quiet activity.

### ***Lost Property***

Please try and label all of your child's belongings including their bags and clothing clearly. Please let staff know as soon as you think you may have lost something and this will make it a lot easier to identify and locate the item.

A lost property basket will be located in the linen cupboard for all the unlabelled items. If after a reasonable period of time items have not been claimed, they will either be used at the centre for spares, or will be donated to a local charity.

All children will be encouraged to be responsible for their belongings, and to store their belongings in either their locker or their bag.

### ***Priority of Access***

Children enrolled at Parramatta Preschool & Long Day Care will be given Priority of Access in accordance to the guidelines set by the Department of Education, Employment and Workplace Relations.

They set out the following three levels of priority, which the Education and Care Service must follow when filling vacant places:

**Priority 1** a child at risk of serious abuse or neglect

**Priority 2** a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of the A New Tax System (Family Assistance) Act 1999

### **Priority 3** any other child

Within these main categories, priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disable person
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold or who's partner are on income support
- Children in families from a non-English speaking background
- Children in socially isolated families
- Children of single parents

On enrolment parents will be notified of their priority and advised that if the Service has no vacancies and their child's position is a priority 3 under the Priority of Access guidelines, it may be required that their child leave or reduce their days in order for the Service to provide a place for a higher priority child.

### ***Grievance Policy***

Families are encouraged at all times to speak to Director/Nominated Supervisor about any issues as they arise so that they can be addressed as soon as possible, and in turn may prevent them becoming a major concern. We appreciate feedback whether it is in a positive or negative light and would prefer families come forward to raise concerns if they feel that the centre could be better meeting their needs. All comments will be considered and handled appropriately as determined by the Director.

The Centre has a "Compliments, Comments and Complaints" box located near the kitchen so that families, visitors and staff can write their thoughts

(anonymously if preferred). The Director/Nominated Supervisor will empty this box daily and will address any feedback obtained as soon as possible.

If you have a serious concern about any aspect of the centre it is encouraged that you contact the Director immediately to discuss these concerns. A meeting can be set up as soon as it is mutually possible for all parties involved where these issues can be discussed in depth.

If you have followed these steps and still feel that your grievance has not been acted upon, you may contact the Local Department of Education and Communities, who will discuss this issue with you and also may contact the centre to find out any further background information and to ensure that the required standards of quality care are being met.

### ***Emergency Procedures***

Emergency Procedures are in place within the centre, and children will be able to practice these procedures on an ongoing basis through numerous fire drills, with an aim to raising awareness amongst children of how to react in the event of an emergency. The centre is equipped with smoke detectors in all rooms, hallways and the kitchen.

The centre has a designated lockdown procedure that will be practiced throughout the year, and activated in the event that an external danger arises with regards to the safety and wellbeing of the children and staff.

*We welcome the families to*  
**Parramatta Preschool & Long Day  
Care!**